

Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	31	37	-16%	▼
	Admits	12	15	-20%	▼
	Discharges	14	15	-7%	
	Service Hours	620	731	-15%	▼

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	31	100.0%

### Consumer Satisfaction Survey

(Based on 12 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		83%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

### Client Demographics

Age	#	%	State Avg
18-25	2	6%	13%
26-34	12	39%	▲ 23%
35-44	11	35%	▲ 19%
45-54	6	19%	23%
55-64			▼ 16%
65+			5%

Gender	#	%	State Avg
Female	31	100%	▲ 41%
Male			▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	23	74%	75%
Hisp-Puerto Rican	6	19%	12%
Unknown	2	6%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			6%


Race	#	%	State Avg
Black/African American	12	39%	▲ 17%
White/Caucasian	9	29%	▼ 65%
Other	8	26%	▲ 13%
Asian	2	6%	1%
Am. Indian/Native Alaskan			0%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			3%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg



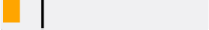
## Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	15	-27%	▼
Admits	1	1	0%	
Discharges	2	4	-50%	▼
Service Hours	267	421	-37%	▼


## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	50%	50%	51%	0%

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		11	100%	60%	64%	40% ▲
✓ Stable Living Situation		10	91%	80%	81%	11% ▲
● Employed		1	9%	20%	10%	-11% ▼

## Service Utilization

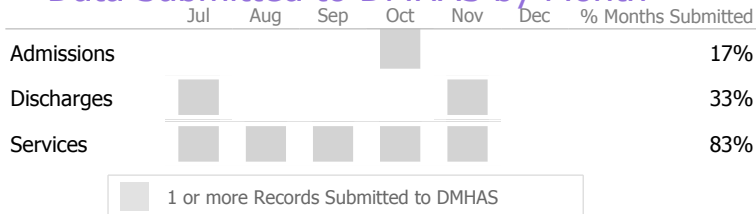
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		9	100%	90%	63%	10%

## Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	<div><div></div></div> 99%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	69%

## Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	22	-9%
Admits	11	14	-21% ▼
Discharges	12	11	9%
Service Hours	353	311	14% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	N/A	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
Discharges	■	■	■	■		■	83%
Services	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully	<div><div></div></div>	6	50%	50%	51%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support	<div><div></div></div>	18	90%	60%	64%	30% ▲
Employed	<div><div></div></div>	9	45%	20%	10%	25% ▲
Stable Living Situation	<div><div></div></div>	18	90%	80%	81%	10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	<div><div></div></div>	7	88%	90%	63%	-2%

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 31 Active Standard Case Management Programs